

Hypercom T7P & T77 Quick Reference Guide



MERCHANT MANAGEMENT GROUP, LLC

Restaurant Credit Card Sale

1 Swipe card through vertical slot as shown on terminal*

* If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2001, enter 1201.)

2 Key in dollar amount of transaction, then press ENTER.

NOTE :Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Clerk ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

3 Transaction complete - Sale Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

Tip Adjustments

- Press **ADJUST** key on the terminal.
- Enter server # and press **ENTER**.
- Enter item # and press **ENTER**.
- Terminal displays Base Amount x.xx
Tip amount x.xx

ENTER tip amount and enter.

Note: repeat if more items need to be tipped.

Credit Return/ Refund

1 Press CREDIT key on the terminal.

2 Swipe card through vertical slot as shown on terminal*.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.
(Example: for December 2001, enter 1201.)

3 Key in refund amount and press ENTER.

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

4 Transaction complete - Return/Refund captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

Credit Ticket Only

When given an approval code by an operator, you must complete a Credit Ticket Only transaction to enter item into terminal and print receipt for customer to sign.

1 Press OFFLINE key on the terminal.

To Manually enter card information.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201.)

2 Key in dollar amount of transaction, then press ENTER.

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Total Auth Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.
- Enter Auth Code. Key the appropriate information, press **ENTER**.

3 Transaction complete - Ticket Only captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

Debit Sale

1 Press DEBIT key on the terminal.

Choose **DEBIT (ATM)** when prompted to select sale type.

2 Key in Debit Sale amount and press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.
- Cash Back? Key the appropriate information, press **ENTER**.

3 Swipe card through vertical slot as shown on terminal.

NOTE: All debit card transactions must be swiped; debit card numbers may not be entered manually.

4 Customer enters PIN at the pinpad and press ENTER.

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.

5 Transaction complete - Debit Sale captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.



Close Batch

Close Batch.

- Press **Transmit** key on the terminal.
- Total sales displayed if correct press **Enter**.
- Total credits displayed if correct press **Enter**.
- Batch will settle and report will print..

NOTE: A detail report will print prior to settlement report. If your terminal is set for **AUTO CLOSE**, it will automatically close and print a closing report at the preset time each day.

Voice Approvals

For **CALL CENTER** response call the appropriate card issuing Company at the numbers below.

Card Name	Merchant Number	Phone Number
Amex:	4091059238	800.528.2121
Diners:	0109040303	800.525.9040
Discover:	601101290010956	800.347.1111
VISA/MC:	518089150100568	800.228.1122
Local Terminal Help		850.747.0664
		877.664.1122
24/7 Customer Support		800.228.0210

Additional Terminal Functions

Void A Credit Transaction.

- Press **VOID** key on the terminal.
- Enter item # and press **ENTER**.
- Terminal will display **ENTER** to confirm.
- Hit **ENTER** one more time to void transaction.

NOTE: Debit transactions cannot be edited or voided.

Reprint a Receipt.

- Press **Reprint** key..
- Terminal will display Enter Item #.
- Key the appropriate information, then press the **ENTER** key

Print Report Totals.

- Press **Reports** key, then **TWO** key for Audit report.
Audit report will show all servers including tips.

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